



Office of the Governor

CITIZEN FORUMS ON STATE GOVERNMENT PERFORMANCE

EXECUTIVE SUMMARY

August 2006

ER
ELWAY RESEARCH, INC.



FLT Consulting, Inc.



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Citizen Forums On
State Government Performance
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INTRODUCTION

During the summer of 2006, Governor Chris Gregoire and her senior staff visited several communities across the state, engaging citizens in a meaningful dialogue about state government's priorities, performance and accountability. She wanted to reach out beyond the special interest groups that traditionally have the most access to state government decision-makers. In her words, "We can't set the state's priorities alone in Olympia. I am reaching out to hear directly from the citizens, so they can help me set priorities and identify ways to measure whether state government is working better or not."

Governor Gregoire's "Listening To You" citizen engagement process was designed in three tiers to engage citizens in a meaningful dialogue and to gather information from multiple sources.

1. **Citizen Forums:** In July 2006, 357 Washington citizens gathered in seven cities across the state engaged in the first tier to discuss state government performance. They were recruited to take part in Citizen Forums designed to engage citizens in the work of the Priorities of Government (POG) process and the Government Management Accountability and Performance (GMAP) program.

The Forums took place in Spokane, Pasco, Vancouver, Puyallup, Bellevue, Seattle and Everett. For each Forum, 50+ citizens were selected at random from the list of registered voters in the surrounding county and invited to attend.

2. **Community Leader Events:** In five of the seven cities, the Citizen Forums were followed by a lunch with community leaders from a broad spectrum of interests, including business, social services, education, and local government.
3. **Town Halls:** In five cities, Governor Gregoire in an open community forum asked citizens directly what results they thought their state government ought to be accountable for delivering.



Citizen Forum format: The objective of the Citizen Forums was to work toward a set of “Vital Signs” for state government – a manageable number of performance indicators that are meaningful to both citizens and government administrators. Participants were asked to evaluate, develop and prioritize performance measures across the range of state government programs and services.

The format was a three-hour workshop using electronic interactive polling, facilitated large group discussion and collaborative work in small groups. Each meeting followed the same agenda:

1. A welcome and introduction, including remarks by Tom Fitzsimmons, Governor Gregoire’s Chief of Staff, and Victor Moore, Director of the Office of Financial Management, who explained the purpose and context of the Citizen Forums.
2. An interactive questionnaire to collect (and display) demographic information about the participants.
3. An interactive “game show” to introduce facts about state government, raise the energy level and enhance the relationships at each table,
4. A general discussion about what participants thought was “working better” in state government and “not working as well” as it used to.
5. Polling to determine how participants’ ranked the eight “Priorities of Government” (POG).
6. Evaluation of performance indicators. Tables of eight to ten were each assigned one program category (Student Achievement, Mobility, etc.). Participants evaluated the existing indicators and suggested alternatives.
7. Rating and ranking the indicators. Each table reported four indicators they considered the most useful for their category. This resulted in a total of 24-28 indicators, which were rated for their usefulness by all the participants. The top ten rated indicators were then ranked by participants indicating which were considered to be the “most useful.”

The protocol and questionnaires were designed by Elway Research, Inc. and FLT Consulting, Inc., in collaboration with the Governor’s staff. A copy of the protocol is included in the appendix to this report. The meetings were facilitated and staffed by Elway Research and FLT Consulting. In addition to Fitzsimmons and Moore, members of the Governor’s staff observed each of the Forums.

METHODS

TECHNIQUE: Forum. Electronic interactive polling, small group task work and facilitated discussion.

PARTICIPANTS: 357 registered voters in seven Washington communities. To ensure that participants paid at least nominal attention to state government, recruits had to have voted at least once in the last four elections.

PLACES/DATES:

Spokane.....	June 26	Seattle.....	July 18
Vancouver.....	July 5	Puyallup ...	July 24
Pasco	July 12	Everett.....	July 31
Bellevue	July 17		

RECRUITING: Participants for each of the seven meetings were recruited from the list of registered voters in counties surrounding the meeting location. The sampling was designed to recruit participants from a diverse geographic area and to insure a demographic balance of participants.

Recruiting consisted of a short telephone interview to determine eligibility, followed by an invitation to participate.

Participants were paid an honorarium of \$75.

DATA COLLECTION: Citizen input was gathered via facilitated discussion, forms filled out at the tables and interactive polling, which allowed participants to respond to questions using individual wireless handsets. Tabulated results were projected instantly, discussed and saved for later analysis.

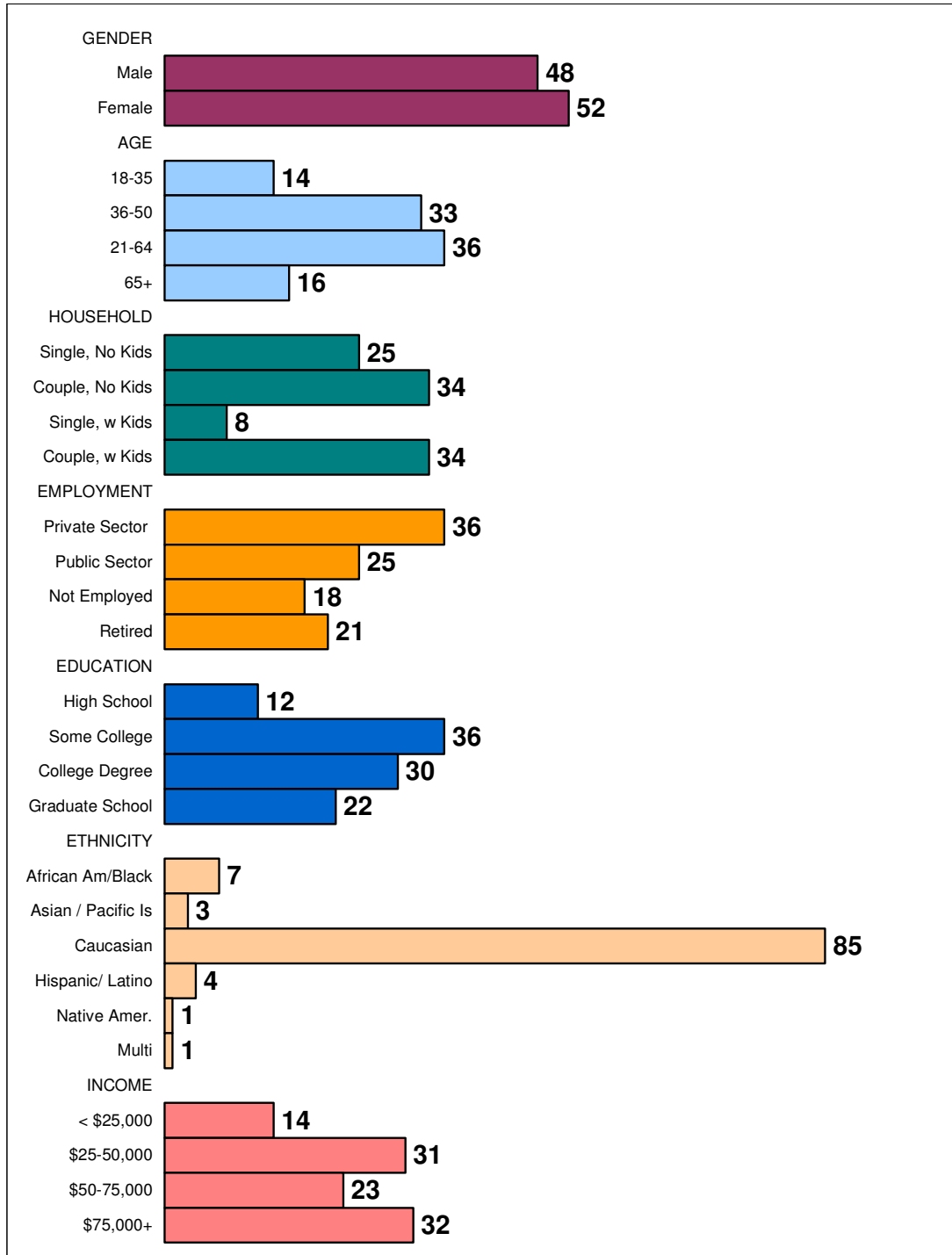
Sessions were audio-recorded and transcribed. Transcripts are included under separate cover.

It is important to keep in mind that, even though participants were selected at random and survey-type questions were used, this method does not produce a statistically reliable sampling of public opinion. These results can be interpreted only as representing the answers given by these participants in the context of these meetings.

PARTICIPANT PROFILE

In interpreting these findings, it is important to keep in mind the characteristics of the people who participated. Presented here is a demographic profile of the 357 citizens who participated in the seven Forums.

The numbers in **bold** are percentages of the statewide total of 357 participants.



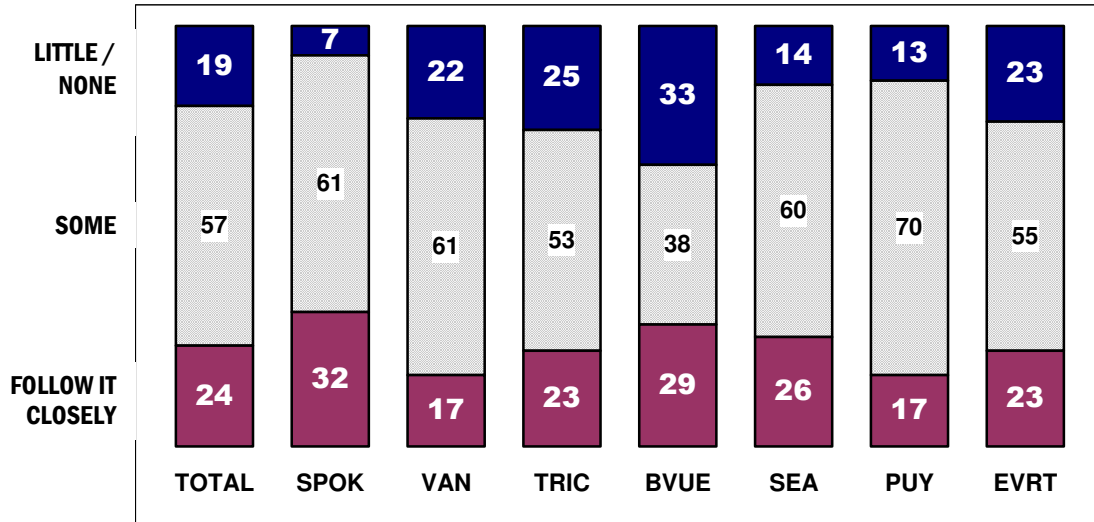
PARTICIPANT PROFILE BY CITY

	TOTAL	SPOK	VANC	TRI-C	BVUE	SEA	PUY	EVRT
Participants=	357	54	47	53	47	51	49	56
GENDER	%	%	%	%	%	%	%	%
Male	48	50	49	57	45	42	45	50
Female	52	50	51	43	55	58	55	50
AGE		SPOK	VAN	TRIC	BVUE	SEA	PUY	EVRT
18-35	14	19	17	17	15	10	10	11
36-50	33	31	28	30	32	33	37	40
51-64	36	44	38	40	38	29	33	31
65+	16	6	17	13	15	27	20	18
HOUSEHOLD		SPOK	VAN	TRIC	BVUE	SEA	PUY	EVRT
Single, No Kids	25	24	23	21	23	40	31	15
Couple, No Kids	34	33	28	28	26	33	25	42
Single, w Kids	8	6	13	8	6	10	2	9
Couple, w Kids	34	37	36	34	45	17	33	35
EMPLOYMENT		SPOK	VAN	TRIC	BVUE	SEA	PUY	EVRT
Private Sector	36	47	20	33	56	38	25	33
Public Sector	25	17	28	33	16	28	25	26
Not Employed	18	15	22	16	18	13	25	20
Retired	21	21	30	18	11	21	25	22
EDUCATION		SPOK	VAN	TRIC	BVUE	SEA	PUY	EVRT
High School	12	17	13	13	9	8	12	13
Some College	36	41	40	40	23	17	51	38
College Degree	30	24	19	25	30	56	27	29
Graduate School	22	19	28	23	38	19	10	20
ETHNICITY		SPOK	VAN	TRIC	BVUE	SEA	PUY	EVRT
African Am/Black	7	Not	Asked	-	2	21	10	4
Asian / Pacific Is	3			2	4	2	2	6
Caucasian	85			89	91	75	84	87
Hispanic/ Latino	4			8	-	2	4	4
Native Amer.	1			2	-	-	-	-
Multi	1			-	2	-	-	-
INCOME		SPOK	VAN	TRIC	BVUE	SEA	PUY	EVRT
< \$25,000	14	17	17	9	5	15	23	10
\$25-50,000	31	41	36	32	17	29	34	26
\$50-75,000	23	24	19	25	19	31	17	26
\$75,000+	32	19	28	34	60	25	26	38

ATTENTION TO STATE GOVERNMENT

Most Were Aware of the Actions of State Government

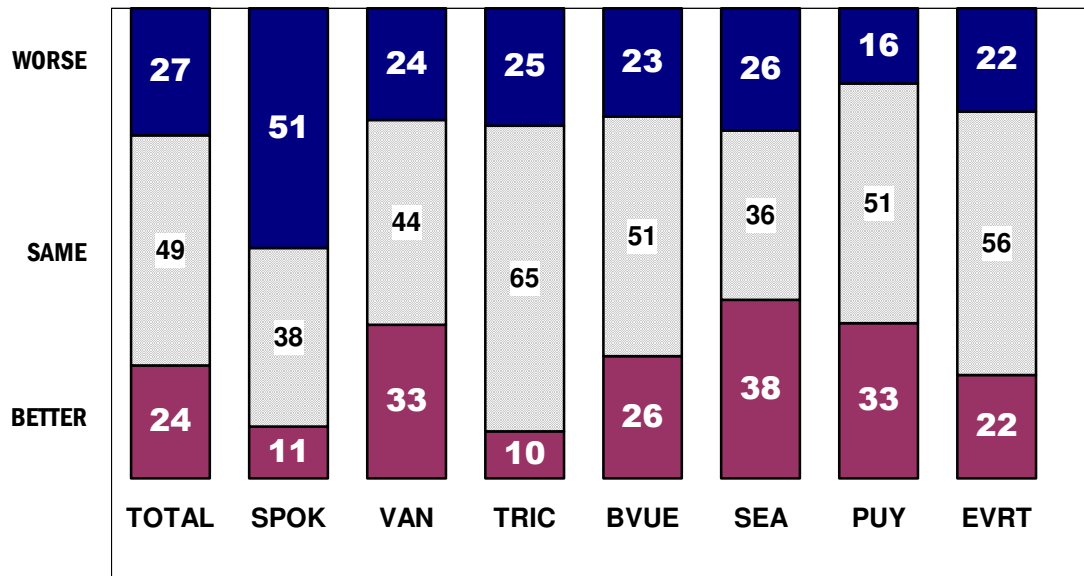
How much attention do you pay to state government?
Do you follow it:



STATE GOVERNMENT PERFORMANCE

Opinions Differ Around the State as to Whether State Government is Working Better or Worse

Is State Government Working Better, or Not as Well as it Used to? by Forum City



Citizens discussed those areas in state government that are not working well, as well as working well. As might be expected, these participants were slightly more opinionated than the population at large about this question. In a statewide random sample of voters conducted last March (*The Elway Poll 3/06*):

16% said state government was working better;

19% said “worse” and

65% said “the same” or had no opinion.

Thus the proportion of those saying “better” and “worse” among those who saw change was equivalent for both the participants and the random sample. The difference is that the random sample was less likely to say there had been any change.

General discussion points are outlined below. Topic areas discussed more than once are only listed once.

STATE GOVERNMENT PERFORMANCE

Participants Name More Things “Not Working As Well” In State Government Than “Working Better”

In order to assess “top of mind” thinking about state government, participants were asked to name things in state government that they thought were “working better” and “not working as well as they used to.” This table lists the responses, organized by priority area.

EDUCATION

NOT WORKING AS WELL

Kindergarten through 12th Grade

- Education system - in general.
- WASL.
- Schools as a learning environment.
“They let kids spell the words any way they want to.” “Teachers are teaching to the WASL.”
- Education funding. “We’ve dropped in our national standing of how much we spend per child in education.”
- Not enough funding for specific programs (e.g. After school activities; special education)
- Curriculum in schools, e.g. we need to teach Chinese language, we need more PE classes.
- Inequity: Smaller schools don’t offer as much as larger schools.
- Inefficiencies: Tear down schools, and then build more.
- Parental involvement in schools.
- Being a teacher is too expensive. “I want to be a teacher, but the cost of becoming one is going up.”

Higher Education

- Tuition at state universities and colleges – middle class is being squeezed out of higher education.
- Not enough programs for students in the trades.

WORKING BETTER

Kindergarten through 12th Grade

- The WASL is increasing school accountability – accountability for teachers, students and parents.
- Education at Chinook elementary.
- Special education.
- Better education facilities, course offerings, and training for teachers.
- Teachers are better.
- Collaboration between WSU and Pacific Northwest National Laboratories.

**ECONOMIC VITALITY****NOT WORKING AS WELL**

- Unfriendly business climate.
- Incentives for small businesses.
- Home prices are going up faster than salaries. We can't afford housing close to where we work; this pushes us farther out, and then the roads are more congested.

WORKING BETTER

- Trade and exports.
- Eastern part of state is getting more established with its own political presence and business base (wine, agriculture, and colleges).

HEALTH**NOT WORKING AS WELL**

- Everyone should have health and dental care.
- Mental health funding and support.
- Unaffordable health insurance for small business.
- Need more medical options covered by insurance (alternative health care).
- Conditions of state assisted living and nursing facilities.
- Lack of nursing presence in K-12.

WORKING BETTER

- Health insurance for children under 19.
- Mental health.
- Public health (but need more).

SAFETY**NOT WORKING AS WELL**

- Preparedness for emergencies.
- People driving without insurance; State should take license away or not issue it.

WORKING BETTER

- Laws against sexual predators.
- State Patrol.

VULNERABLE POPULATIONS**NOT WORKING AS WELL**

- Foster care.
- Childcare funding.
- Cuts to department of disabilities.
- Safety net for most needy people.
- Not enough services and support to children/families.
- Consistency in the adoption system.

WORKING BETTER

- Anti-discrimination bill.

**TRANSPORTATION/MOBILITY****NOT WORKING AS WELL****Road/Highways**

- Traffic congestion.
- Construction management: "It takes too long to do a transportation project." "I-405 has been torn apart multiple times."
- Safety of Highway 2 (lots of studies, no action).
- Funds to local governments to relieve congestion due to growth and expansion.
- Road Conditions: "Increased our gas tax, but roads on the east side are worse than ever."

Transit/Ferries

- No vision on mass transit (e.g. monorail).
- Funding for public transportation, including paratransit services.
- Ferry system needs more runs.

WORKING BETTER**Road/Highways**

- Road construction is getting done.
- Certain roads are better.

Transit

- Mass transit.
- Alternative transportation.
- We are finally moving forward on a mass transportation system, even though it is 40 years overdue.
- "Finally we're realizing that transportation needs a real solution."

NATURAL RESOURCES & ENERGY**NOT WORKING AS WELL**

- Need more state pressure on federal government for Hanford cleanup?
- Regulations and permitting process for individual property. "I can build a bigger driveway if I pay a fee. That doesn't meet the objectives of protecting the environment."
- Not making enough progress with "green" programs – building permits, replanting trees.

WORKING BETTER

- Renewable energy and energy independence.
- Dept of Fish & Wildlife is keeping stocks up.
- Environmental issues.

CULTURE AND RECREATION**NOT WORKING AS WELL**

- Charging money for parks – but spend millions on sport teams.
- Access to parks and outdoor activities has not kept up with growth.
- Funding for the arts.
- Historic preservation.

WORKING BETTER

- Removal of State Parks surcharge.
- Washington State Parks campgrounds.
- Artistic things to beautify our area.

**GENERAL GOVERNMENT****NOT WORKING AS WELL**

- Taxes
- Didn't listen to the will of the people on license tabs – they were \$30, now they're over \$100 again.
- Breaks for senior citizens on property taxes.
- Taxes just go up and up.
- Don't see a lot for the (tax) money.
- Gas tax too high (it's 17 cents/gallon lower in OR, and they pump it for you).
- MVET gone, but transportation construction still going; they found the money somewhere.
- Too much money and attention spent on the west side of the state.
- We vote against something, and we get it anyway

Elections

- Decreased uniformity in elections.
- Not fair to make me declare whether I'm a democrat or republican in the primary.
- Voter registration, vote counting, illegal votes.

Working Together

- Too much polarization between parties.
- The Legislature and Governor's Office are not working as well together.
- Poor communication and consistency between state agencies and state-local governments.
- Not enough long-term planning within and across agencies.

Other

- Prevention of credit card fraud
- Housing growth out of control
- Need more non-union contracts
- State industrial insurance

WORKING BETTER**Information**

- Availability of information, e.g. newsletters and state website. "I can get any kind of information I want on Access Washington."
- Public access cable (but needs more advertisement/exposure).

Other

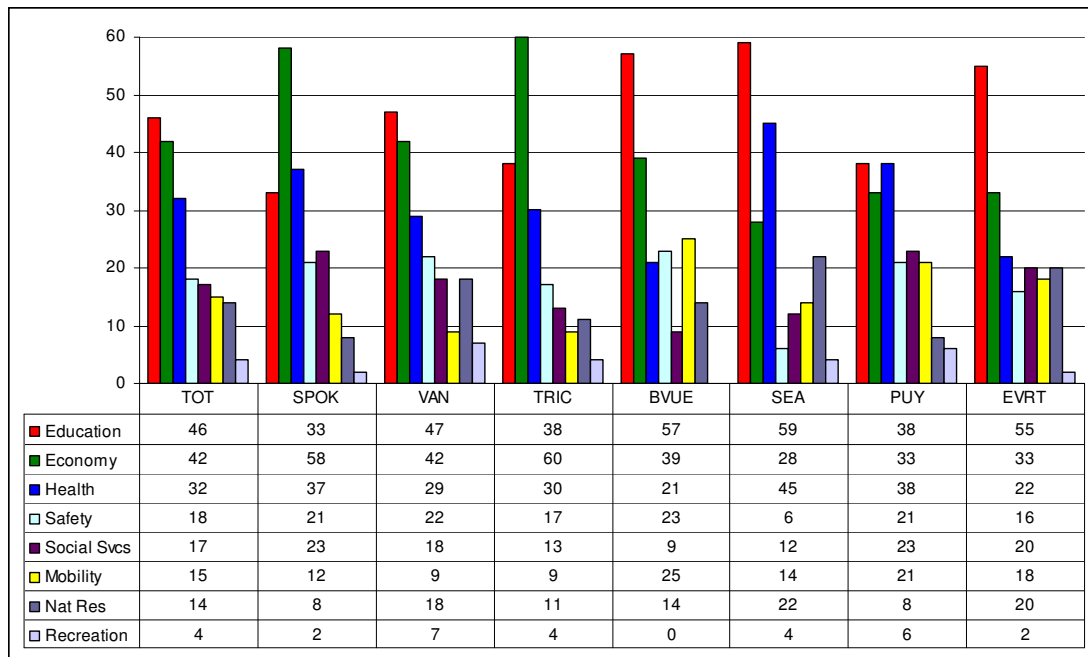
- Consumer protection.
- Executive branch.
- Capital improvements.
- Direct legislation (initiatives).
- Compared to other states, Washington is more pleasant to live in because of the Growth Management Act.
- "Laws"

PRIORITIES OF GOVERNMENT

Education, Economy, Health Consistently Rated as Top State Government Priorities

Participants were asked to indicate which of the eight “Priorities of Government” they considered to be the #1 and #2 “most important” thing state government does.

Most Important Priority of State Government Percent in Each Forum Who Rated Priority Either #1 or #2



- Education, Economic Development and Health Care were ranked as the top three priorities in six of the seven forums.
- The only exception to this pattern was in Bellevue, where Mobility was ranked #3 ahead of Health Care.
- Education was ranked #1 in five of the seven forums.
- Economic Development was ranked #1 in the other two.
- Health Care was ranked #1 in one forum (tied with education); #2 in two of the seven forums and #3 in another three.

PERFORMANCE INDICATORS

Summary: Ratings of POG "Measures of Success"

Participants considered the existing POG Measures of Success at tables of eight to ten. Each table was given one topic to focus on. They decided whether to keep, revise or drop each POG measure, then were given the opportunity to suggest additional indicators. Each table then decided on the four best indicators for their topic from among the existing, revised and additional indicators. The top four from each table were then rated by the entire Forum, using a 10-point scale, where 10 = "Very Useful."

		TOP 4		RATING
[# / #] = NUMBER OF TIMES CONSIDERED IN 7 FORUMS		As is	Revised	% 10's
Education [7 / 7]	High school graduation rate	4	1	52%
	Gaps: achievement between income & ethnic groups	1	0	40%
	Gap: worker demand / supply in "high demand" fields	1	0	34%
	% of students completing postsecondary educ	2	1	33%
	Test scores over time	1	3	20%
Economic Vitality [7 / 7]	Median Household income	1	4	46%
	Rate of business growth across all areas	3	2	42%
	% of state labor force employed	1	3	35%
	Rate of business survival	1	2	35%
	Median hourly wage	0	0	0%
Health [5 / 7]	% of people with health insurance coverage	4	0	58%
	Infant Mortality	3	0	37%
	% of people who are obese	2	1	15%
	% of people who use tobacco	0	3	0%
Safety [6 / 7]	Property and Violent Crime Rate	2	2	60%
	Documented Readiness to Respond to Emergencies	2	3	34%
	Number of Workplace Injuries	2	0	29%
	Traffic Fatality & Injury Rates	0	5	0%
Vulnerable Pop. [5 / 7]	% of children abused, neglected or exploited	2	1	43%
	% of individuals & families living above poverty line	2	1	40%
	% of homelessness	1	0	24%
	% of adults with disabilities who are employed	0	0	0%
Mobility [7 / 7]	% of projects completed on time / budget	5	0	44%
	Travel Times in major Corridors	2	3	41%
	% systems at or above satisfactory condition	3	1	29%
	% of population with high speed internet	2	2	22%
Natural Resources [4 / 7]	Amount of toxics released into the environment	2	1	42%
	% of rivers/streams that meet standards	1	1	25%
	Trends in fish stocks & wildlife populations	2	0	20%
	Wildlife: Endangered, threatened or sensitive	1	1	15%
Culture & Recreation [2 / 7]	% by region with good access to cult/rec	1	1	48%
	% users satisfied with cult/rec experience	1	0	39%
	Per capita participation in cult/rec activities	2	0	32%
	% of assets in good/excellent condition	1	0	27%

EDUCATION

High School Graduation Rate Scores as Top Education Indicator

EXISTING MEASURES

	Discuss	KEEP			TOP 4		% 10's
		TOTAs	Is	Revised	As is	Revised	
1) High school graduation rate	7	6	5	1	4	1	52%
2) Gaps: achievement between income & ethnic groups	7	5	5	0	1	0	40%
3) Gap: worker demand / supply in "high demand" fields	7	3	3	0	0	0	34%
4) % of students completing postsecondary educ	7	5	4	1	2	1	33%
5) Test scores over time	7	5	1	4	1	3	20%

REVISED MEASURES (Modified from Existing Measures)

- (1) High school graduation rate w/ GED (Bellevue)
- (1) Graduation rates from high school and college (Spokane)
- (4) % of students entering post-secondary education (Everett)
- (5) Test scores over time that give immediate feedback to students, parents, and school also use in the evaluation of teacher performance (Tri-Cities)
- (5) Test scores over time with nationally recognized tests (Bellevue)
- (5) All test scores overtime (not just the WASL) (Everett)

SUGGESTED NEW MEASURES (Those Included in Top Four)

- Distribution of K-12 funding (Spokane)
- Where is the money going in higher education? (Spokane)
- Evaluate the effectiveness of the WASL (Spokane)
- Safe school environment measured by attendance, tracking of discipline, incidences, political support for classroom discipline (Tri-Cities)
- Number of students per teacher (Seattle)
- Higher education applications vs. acceptances for state residents (Bellevue)
- % of students engaged in extra-curricular activities during all stages of education (Everett)
- Number of children entering preschool (Seattle)
- Number of students leaving public school for private/home schooling (Seattle)
- Student, parent, employer satisfaction four years after graduation (Bellevue)
- Number of recent graduates leaving the state (Seattle)

ECONOMIC VITALITY

Economic Vitality Indicators Heavily Revised by Forum Participants

EXISTING MEASURES

	Discuss	KEEP			TOP 4		% 10's
		TOT	As Is	Revised	As is	Revised	
1) Median household income	7	5	1	4	1	4	46%
2) Rate of business growth across all areas	7	6	3	3	3	2	42%
3) % of state labor force employed	7	6	3	3	1	3	35%
4) Rate of business survival	7	4	1	3	1	2	35%
5) Median hourly wage	7	6	5	1	0	0	0%

REVISED MEASURES (Modified from Existing Measures)

- (1) Distributed household income (Everett)
- (1) Median household income/cost of living (Tri-Cities)
- (1) Affordability by geographic area (Bellevue)
- (1) Number of incomes required to make median household income (Puyallup)
- (2) Net business growth by segment (new less failed businesses) (Everett)
- (2) Rates of business health across all areas of the state (comprised of growth, earnings, # businesses in/out) (Bellevue)
- (3) % unemployment based on those seeking work (Bellevue)
- (3) % of state labor force fully employed - full time and at their skill level (Seattle)
- (3) Percent of state labor force employed - full time and with benefits by job type (Everett)
- (4) Why do businesses fail or move out of state (top five reasons)? (Spokane)
- (4) New business survival rate (Spokane)
- (4) Rate of business survival- due to outsourcing (Tri-cities)

SUGGESTED NEW MEASURES (Those included in Top Four)

- # of people enrolled in public assistance (Tri-Cities)
- Households above the poverty line (Spokane)
- Households above the poverty level after medical/dental/burden (unburdened labor rate) (Puyallup)
- Debt to income ratio for households (Puyallup)
- How do our economic measures compare to other states? (Spokane)
- Per capita income (Vancouver)
- Total state revenue and where it came from (Bellevue)
- Value of goods and services exported (Seattle)
- How many people have used their benefits but still now working (Puyallup)

HEALTH

Health Insurance Coverage Top-Rated Health Indicator by Far

EXISTING MEASURES

EXISTING MEASURES		KEEP				TOP 4		
		TOT As Is Revised				As is Revised		
	Discuss							
1) % Of people with health insurance coverage	5	4	4	0	4	0		58%
2) Infant Mortality	5	4	4	0	3	0		37%
3) % Of people who are obese	5	3	2	1	2	1		15%
4) % Of people who use tobacco	5	3	0	3	0	3		0%

REVISED MEASURES (Modified from Existing Measures)

(3,4) Effectiveness of intervention programs (obesity, smoking)(Spokane)

(3,4) % of people who use tobacco or are obese in ten-year increments (Seattle)

(4) % of people who use or abuse tobacco, alcohol or drugs (Vancouver & Tri-Cities)

SUGGESTED NEW MEASURES (Those Included in Top Four)

- Cost of health care to illegal aliens (Spokane)
- What percentage of state population is paying for health care compared to how many people are receiving state subsidized health care? (Spokane)
- Emergency room health care - is that the most cost effective? (Spokane)
- Discrepancy in care by method of payment (Seattle)
- % of newborns whose mothers receive regular prenatal care (Seattle)
- Life expectancy (Puyallup)
- % of people who are involved in an active lifestyle (Puyallup)

SAFETY

Safety Indicators Heavily Revised; Crime Rate Scores as Top Indicator

EXISTING MEASURES

EXISTING MEASURES		KEEP			TOP 4		
		TOT As Is Revised			As is Revised		
	Discuss						
1) Property and Violent Crime Rate	6	5	3	2	2	2	60%
2) Documented Readiness to Respond to Emergencies	6	5	2	3	2	3	34%
3) Number of Workplace Injuries	6	4	3	1	2	0	29%
4) Traffic Fatality & Injury Rates	6	5	0	5	0	5	0%

REVISED MEASURES (Modified from Existing Measures)

- (1) Track average sentences by crime type as a means to initiating stronger judicial accountability (Bellevue)
- (1) Property and violent crime rate and types of each (Seattle)
- (2) Why does it take so long for emergency response in rural areas? (Spokane)
- (2) Specific documented readiness to respond to emergencies and natural disasters (Seattle)
- (2) Measuring "ERTs" (Emergency Response Teams) in terms of numbers, size and efficiency. How can each ERT be most beneficial to their needs based on their geographic location/natural disaster scenarios? (Bellevue)
- (2) Documentation of available education/training programs in emergency preparedness for schools/communities provided by the state (Puyallup)
- (4) Traffic fatality and injury rates and causes of injury (Seattle)
- (4) Location of, and response to, traffic fatality and injuries (Puyallup)
- (4) Reasons behind traffic fatality rates (Vancouver & Tri-Cities)
- (4) Measure the safety modification dollars spent to injury/fatality ratio (Bellevue)

SUGGESTED NEW MEASURES (Those Included in Top Four)

- How much are we spending per prisoner and for what? (Spokane)
- Monitoring offenders - do they repeat offense after release? (Spokane)
- Recidivism rate on juvenile and adult inmates (Vancouver)
- Emphasis on enforcing speed limits, affordability of car insurance (Spokane)
- Demographics of prison population (Vancouver)
- Measurement of air and water pollution - particularly streams and lakes (Tri-Cities)
- Port and border security (Seattle)

VULNERABLE POPULATIONS

Social Services Indicators Widely Revised; Focus on Children, Poverty

EXISTING MEASURES

EXISTING MEASURES		KEEP			TOP 4		
		TOT As Is Revised			As is Revised		
	Discuss						% 10's
1) % of children abused, neglected or exploited	5	5	3	2	2	2	43%
2) % of individuals & families living above poverty line	5	5	3	2	2	1	40%
3) % of homelessness	5	4	2	2	1	0	24%
4) % of adults with disabilities who are employed	5	3	1	2	0	1	0%

REVISED MEASURES (Modified from Existing Measures)

- (1) % of abused and neglected children allegations that are a direct result of meth labs (Puyallup)
- (1) Percentage of individuals abused neglected or exploited in day cares, home care, assisted living clinics (Tri-Cities)
- (2) % of individuals and families living above the poverty level based on location within the state - i.e. King County, Spokane (Bellevue)
- (4) Percentage of employable adults with disabilities that could work but are not and are getting assistance (Tri-Cities)

SUGGESTED NEW MEASURES (Those Included in Top Four)

- Treatment facilities compared to number of drug and alcohol abusers seeking treatment (Everett)
- Number of cases handled by each state CPS service worker (Bellevue)
- Number of applications denied for social services (Vancouver)
- Number of calls to DSHS, response time and resolution time (Everett)
- People who are getting help and is the government following up effectively through state agencies and ratio of state agents to people getting help (Tri-Cities)
- % of children in state custody and how many permanently placed or adopted each year (Puyallup)
- % of individuals and families that move off social services assistance and achieve economic independence (Puyallup)
- Number of families on welfare (any public assistance) (Everett)
- Percentage of aging adults who are going to need social services (Everett)
- How many in state institutional care could be moved to privately funded care for less money? (Puyallup)

MOBILITY / TRANSPORTATION

“On Time & On Budget” Plus Travel Times Top-Rated Transportation Indicators

EXISTING MEASURES

EXISTING MEASURES		KEEP			TOP 4		
		TOT As Is Revised			As is Revised		
	Discuss						
1) % of projects completed on time / budget	7	5	5	0	5	0	44%
2) Travel Times in major Corridors	7	6	3	3	2	3	41%
3) % systems at or above satisfactory condition	7	6	4	2	3	1	29%
4) % of population with high speed internet	7	5	3	2	2	2	22%

REVISED MEASURES (Modified from Existing Measures)

- (2) Measure the improvement in travel time after project completion through and in major corridors (Bellevue)
- (2) Satisfaction (possibly using a survey) with time and cost to travel to and from destinations (Seattle)
- (2) Travel times and traffic flow in major and minor corridors (Puyallup)
- (3) Percent of roads, bridges and other travel systems at or above satisfactory condition that will not need revision in the next 10-15 years (Bellevue)
- (4) Opportunity to telecommute from rural areas (Spokane)
- (4) The number of people with new high speed connectivity each year through internet providers (Bellevue)

SUGGESTED NEW MEASURES (Those Included in Top Four)

- Percent of households and businesses using alternative energy sources (Vancouver)
- Alternative fuel development and use (Tri-Cities)
- Commute time, distance and cost (Seattle)
- Distribution of transportation funding (by county, per capita) (Spokane)
- How much does it cost each citizen for transportation each day? (Spokane)
- Availability and affordability of mass transit (Spokane)
- Cross-state mass transportation (rail or bus) (Tri-Cities)
- Efficiency to receive and ship goods (Seattle)
- Percent of roads, bridges and other transportation systems that are coordinated across agencies in favor of faster and smoother commute time during construction (Puyallup)
- Number of passengers per trip and # of trips on school buses and public transportation (empty buses) (Puyallup)
- Miles of light rail (Everett)

NATURAL RESOURCES

Toxic Release Rated as Top Natural Resources Indicator

EXISTING MEASURES

EXISTING MEASURES		KEEP			TOP 4		
		TOT As Is Revised			As is Revised		
	Discuss						
1) Amount of toxics released into the environment	4	3	2	1	2	1	42%
2) Percent of rivers/streams that meet standards	4	2	1	1	1	1	25%
3) Trends in fish stocks & wildlife populations	4	3	3	0	1	1	20%
4) Wildlife: Endangered, threatened or sensitive	4	2	1	1	1	1	15%

REVISED MEASURES (Modified from Existing Measures)

- (1) Amount of toxics released into the environment, including fuel efficiency standards and emission of CO2 (Bellevue)
- (1) Enforce statewide standards for pollution levels across the state (Spokane)
- (2) % of waterways (fresh and saltwater) that meet clean standards (Everett)
- (3,4) Trends in fish stocks and wildlife populations, as well as wildlife species classified as endangered, threatened and sensitive (Everett)

SUGGESTED NEW MEASURES (Those Included in Top Four)

- Investment in renewable energy resources (bio-fuel, wind and solar power) (Spokane)
- Tax incentives for fuel efficient vehicles (Spokane)
- Percent of energy originating from renewable resources (Bellevue)
- Monitor the harvesting and reforestation of our forests (Spokane)
- Acres of land set aside for use of natural resources (Everett)
- Pounds of garbage produced per person (Bellevue)

CULTURE / RECREATION

Access Rated as Top Recreation Indicator; Outscores Satisfaction, Participation, Quality

EXISTING MEASURES

EXISTING MEASURES		KEEP			TOP 4		
		TOT As Is Revised			As is Revised		
	Discuss						
1) Percent by region with good access to cult/rec	2	2	1	1	1	1	48%
2) Percent of users satisfied with cult/rec experience	2	2	2	0	1	0	39%
3) Per capita participation in cult/rec activities	2	2	2	0	2	0	32%
4) Percent of assets in good/excellent condition	2	2	2	0	1	0	27%

REVISED MEASURES (Modified from Existing Measures)

- (1) Percent of residents by region and demographics who feel that they have good access to desirable cultural and recreational opportunities (Everett)

SUGGESTED NEW MEASURES(Those Included in Top Four)

- Income and demographic distribution within participation categories (Seattle)
- What percentage of money collected (e.g. user fees) is actually used for those activities and how is it accounted for (Everett)